

JUN 15 2005

Attv. Docket No.

Divisional of Serial No.

36-1798

09/029.318

POTTER *et al.*

Filing Date

Group

November 20 2003

Unassigned

U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

OTHER DOCUMENTS (including Author, Title, Date, Pertinent pages, etc.)

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Rosenberg, "New Tools Needed for Call Center Design", BUSINESS COMMUNICATIONS REVIEW, Vol. 26, No. 8, August 1996, US, pages 51-53 XP0000618776

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* References Not in file

Ergonomics

Comitt

Date Considered

08/01

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.